

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Word Processor

Class Code: 20846

A. Purpose:

Produces forms, manuals, newsletters, and other documents which require formatting changes and incorporation of graphics, pictures or illustrations by using computerized word processing equipment and peripherals and a variety of software such as desk-top publishing, spread sheet, data base, and word processing to accomplish agency requirements.

B. Distinguishing Feature:

The Word Processor creates specialized documents by operating personal computers, related hardware, and a variety of software and is free to ascertain and create formats.

The Word Processor Supervisor supervises word processors and other clerical support staff and provides technical assistance in the creation of an agency's documents and the use of computerized word processing equipment and software.

The Staff Assistant performs office support functions within well-defined procedures and guidelines.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)

1. Provides specialized word processing expertise to an agency to produce high-quality, written materials that meet agency needs.
 - a. Interviews requestors to determine scope of required products.
 - b. Designs forms by selecting appropriate software, keying text, and using computerized graphic capabilities.
 - c. Creates and updates manuals, newsletters, and brochures by determining formats, keying text, and incorporating graphics, photographs, and illustrations.
 - d. Designs and prints formalized documents such as name tags, training certificates, invitations, and programs.
2. Creates files which produce standardized documents to meet agency needs.
 - a. Produces form letters with changing variables by defining and including macroinstructions within the text.
 - b. Keys and maintains mailing lists which produce labels, and merges label files with letter files.
 - c. Composes and formats a variety of written materials from drafts, machine dictation, and self-generation.
3. Edits documents to preserve the integrity of paper work distributed by the agency.
 - a. Corrects spelling, grammar, and punctuation.
 - b. Prints documents in appropriate format for final versions or drafts.
4. Provides support functions to assist supervisor, managers, and other staff.
 - a. Maintains a computerized file-management system by selecting an effective naming system, and purging and archiving obsolete documents.
 - b. Converts files between software by applying adaptation procedures.

- c. Assists requestors in the use of hardware and peripherals by providing on-site training.
- d. Trains others to create document files by explaining and demonstrating software capabilities, and compiling and distributing informational packets.
- e. Maintains function of hardware and peripherals by performing preventive maintenance and minor repairs.
- f. Evaluates new software for efficiency and reports results to supervisors.

5. Performs other work as assigned.

D. Reporting Relationships:

A Word Processor Supervisor usually supervises the Word Processor. The incumbent does not supervise but may provide assistance and training in computerized word processing and computer file development to other staff members.

E. Challenges:

The incumbent is challenged to stay proficient in many software packages. This is challenging because of the constant redirection of computer systems and the diversity of those in use. The incumbent is also challenged to acquire the in-depth knowledge of software that is necessary to most efficiently accomplish the needs of the agency.

Problems encountered by the incumbent include determining appropriate document formats, correctly keying specialized or technical terminology, setting up and maintaining easily accessible files of stored text, and meeting deadlines.

F. Decision-making Authority:

The incumbent decides the priority of daily work assignments, which procedures are most effective per assignment, the design of written materials, when to contact requestors for further clarification, which type fonts and print styles are most appropriate to each document, whether to recommend file management procedures, whether to recommend software and hardware purchases.

Decisions referred to higher authority include distribution of work assignments, changes in procedures, final approval of file management systems, and purchase of equipment and software.

G. Contact with Others:

The incumbent has daily contact with agency staff to clarify requests, and other state agencies to provide and receive assistance; and monthly contact with peers to evaluate new procedures and exchange information.

H Working Conditions:

The incumbent works in a typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- computerized word processing equipment and its operation;
- Microsoft products such as word, excel, access;
- formats for letters, memos, and reports;
- English to include grammar, spelling and punctuation.

Ability to:

- keyboard 40 net words per minute,
- evaluate and prioritize work,
- communicate information clearly and concisely,
- operate and maintain a variety of computer hard and software.